

CITY OF BURIEN, WASHINGTON
JOB DESCRIPTION

Title: Administrative Assistant
FLSA Status: Non-Exempt

Dept.: As Assigned
Reports to: Department Director

The City of Burien believes that each employee makes a significant contribution to our success. This job description is designed to outline primary duties, qualifications and job scope. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

General Position Summary

Performs advanced clerical work coordinating and ensuring the efficient professional provision of administrative support for a major city department or function.

Essential Functions

- Maintain an extensive knowledge of departmental operations, projects, policies, procedures, systems, and staff assignments.
- Research, collect, analyze, compile, proofread and/or present data and information on a variety of departmental areas to internal and external customers, including coordinating efforts with other city departments and government agencies.
- Interact with contacts in person or on the phone, receive complaints and requests, provide information on department codes, regulations, activities, policies and procedures, provide forms and refer individuals to other staff, departments or external agencies as necessary.
- Exercises initiative and independent judgement, and critical thinking in performing administrative duties to provide support, resolve problems, analyze data, make decisions, and track department issues.
- Develop proper report and correspondence layout, grammatical composition and ensure the inclusion of all pertinent information from sources; initiate routine correspondence, reports and records, develop clerical procedures, routines and recordkeeping systems.
- Maintain follow-up tracking system for matters requiring action on a periodic basis.
- Compose and prepare reports, statistical data, correspondence, and other documents, including but not limited to minutes, agendas, and legal notices.
- Prepare and submit purchase orders and invoices for payment.
- Track project and departmental expenditures.
- Assist with resolution of payment-related issues or questions.
- Perform administrative tasks related to contracts including drafting, routing, coordinating, tracking and supporting staff with advertising, bidding, contracting, and compliance.
- Review specific programs, operations, issues or activities of the department and recommend and implement improvements to office coordination and systems.
- Create, maintain and update computer database files for a variety of department uses; input information and produce reports.
- Maintain up-to-date department information on the City's website.
- Maintain a high level of quality customer service to the staff, public, contractors and other agencies, ensuring effective communication of operational information.
- Manage special projects and assignments covering a wide variety of subjects requiring advanced knowledge of procedures and policies of the assigned department.
- Prepare rooms for meetings.
- Schedule appointments, conferences or class registrations, and arrange for department travel, lodging, and transportation as needed.
- Order and obtain supplies and conduct inventories of supplies.

- Perform mailing activities, apply and record postage, sort, bundle, and deliver mail and organize bulk mailings.
- Responsible for serving as record coordinator for assigned department; maintaining essential records according to the State record retention schedule and investigating and responding to public disclosure requests related to department as requested.

Position Specific Responsibilities

Administrative Assistant Department specific duties may also include:

- **Administrative Services:** *Receive, process, and respond to requests for public records in compliance with the PRA, RCW 42.56; maintain public records request tracking system to monitor timely review and response from departments; review responsive records for exempt information and apply redaction prior to release; prepare and maintain appropriate redaction and exemption logs; review email archives for email communication responsive to requests; responsible for providing assistance with human resources functions as needed or assigned, serves as co-chair of the wellness committee; and providing primary back-up support to the Front Desk staff.*
- **Community Development:** *Responsible for serving as record coordinator for department; maintaining essential records according to the State record retention schedule; investigating and responding to public disclosure requests; preparing invoices and maintaining certain contracts; answering customer service calls; serving as clerk to the hearing examiner; facilitating certain permitting processes; and providing staff support to Planning Commission.*
- **Parks, Recreation, and Cultural Services:** *May be responsible for preparing and reviewing grant applications; submitting grant reimbursements; receipting financial transactions; reconciling daily financial reports; preparing daily deposit; entering invoices, receipts, and contracts into the financial maintenance system; conducting or coordinating inventories of assets for financial tracking; maintaining the petty cash fund; performing class and facility reservations; preparing ongoing rental agreements, invoicing and payments; being proficient in several software programs such as Munis, Perfect Mind, Zoom, Teams, and/or Cityworks; providing staff support to Boards and Commissions; serving as records coordinator for department; maintaining essential records according to the State record retention schedule and investigating and responding to public disclosure requests; providing customer service support at the front desk; and answering customer service emails and phone calls.*
- **Public Works:** *Responsible for preparing and reviewing grant applications; submitting grant reimbursements; performing right-of-way permit intake with initial review of materials; administering ROW (Right of Way) security process, and issuance of ROW permits; creating service requests; serving as records coordinator for the department; maintaining essential records according to the State record retention schedule; and investigating and responding to public disclosure requests..*

Secondary Functions

- Serve on and participate in various employee committees.

Job Scope

Position involves a high degree of complexity with recurring work situations with occasional variations from the norm. Incumbent operates independently with minimal supervision, determines own practices and procedures, and contributes to the development of new concepts.

Supervisory Responsibility

The Administrative Assistant may help direct the work of other clerical staff, volunteers or interns. May assist in interviewing, hiring recommendations, training, planning, and coordinating work assignments.

Interpersonal Contacts

Contacts are normally made with others both inside and outside of the organization, including City staff, the general public, and elected officials. Contacts frequently contain confidential/sensitive information necessitating discretion at all times.

Specific Job Skills

Knowledge of:

- General knowledge of government policies, procedures, terminology and related regulations.
- Advanced administrative management practices, procedures and office equipment.
- Professional standards for business correspondence, writing, spelling and grammar.
- Principles record keeping, records retention, records management, and file maintenance.
- Processing requirements for public records requests.
- Research methods, data collection and statistical analysis.
- Financial and statistical recordkeeping techniques.
- Accurate and efficient recordkeeping techniques.
- Practices and policies of providing quality customer service, including dispute resolution techniques.
- Word processing, spreadsheet and database programs. Intermediate level knowledge of Microsoft Word, PowerPoint, Excel, and Munis or similar financial software, or other software products used in assigned department.

Ability to:

- Type and/or enter data at a speed necessary for successful job performance.
- Operate standard office equipment.
- Independently and/or from general instructions, accurately compose and prepare various documents.
- Exercise strong attention to detail.
- Work in a rapid-paced environment.
- Handle multiple priorities and projects.
- Meet deadlines.
- Maintain effective relationships with others.
- Exercise discretion in confidential matters.
- Provide excellent customer service, problem recognition and dispute resolution skills.
- Communicate clearly verbally and in writing.
- Interpret, apply, and explain rules, regulations, policies, procedures, and laws.
- Exercise individual initiative.
- Understand, interpret and efficiently carry out complex oral and written instructions.
- Establish and maintain effective working relationships.

Mental Abilities

Position requires continuous interpersonal skills, customer service, and the ability to read, speak, write and understand English; frequent teamwork and independent judgment and/or action, decision making, problem analysis, and performance of basic math; rare use of training/supervising, use of discretion, negotiation, mentoring, and performance of advanced math.

Physical Abilities

Position requires frequent talking, hearing, sitting, fingering and handling, ; repetitive motions of hands and wrists occasional standing, walking, reaching, and bending. Position requires the ability to push, pull, lift and carry 25 pounds.

Education and/or Experience

Graduation from high school or equivalent and five years of progressively responsible administrative experience OR any combination of education and experience that would fulfill the requirements of the position. Experience supporting a director or manager is highly desirable. Experience working for a municipal organization preferable.

Special Requirements

- Valid Washington State Driver's license with satisfactory driving record.
- Successful completion of pre-employment background check.

Job Conditions

Work is performed in an office, which is busy, oriented to public service and subject to frequent work interruptions. The noise level in the work environment is usually moderate. May require travel to deliver mail and/or attend meetings. Position may require attendance at meetings off-site and before or after normal working hours.

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